



**ARCADE1UP™**



**Service & Support**

2022

**STOP**

**DO NOT RETURN TO STORE**  
FOR ALL HELP AND QUESTIONS VISIT

**NE PAS RETOURNER AU MAGASIN**  
POUR TOUT AIDE ET QUESTIONS VISITE

**NO HAGA REGRESO ALMACENAR**  
PARA TODA AYUDA Y PREGUNTAS VISITAR

**ARCADE1UP.com**

REGISTER YOUR NEW ARCADE WITH YOUR SMART PHONE!  
ENREGISTREZ VOTRE NOUVELLE ARCADE AVEC VOTRE TELEPHONE INTELLIGENT!  
¡REGISTRE SU NUEVA ARCADE CON SU TELEFONO INTELIGENTE!

OR REGISTER AT [WWW.ARCADE1UP.COM](http://WWW.ARCADE1UP.COM) FOR MORE DETAILS  
OU INSCRIVEZ-VOUS SUR [WWW.ARCADE1UP.COM](http://WWW.ARCADE1UP.COM) POUR PLUS DE DÉTAILS  
O REGÍSTRESE EN [WWW.ARCADE1UP.COM](http://WWW.ARCADE1UP.COM) PARA MAS DETALLES

1. SCAN QR CODE WITH PHONE CAMERA AND FOLLOW ON SCREEN PROMPTS.  
SCANNEZ LE CODE QR AVEC LA CAMÉRA TÉLÉPHONIQUE ET SUIVEZ LES ÉCRANS D'ÉCRAN.
2. FILL OUT REGISTRATION FORM AND SUBMIT.  
REMPLEZ LE FORMULAIRE D'INSCRIPTION ET SOUMETTEZ.

**BENEFITS OF REGISTERING YOUR ARCADE1UP:**  
**AVANTAGES DE L'ENREGISTREMENT DE VOTRE ARCADE1UP:**  
**BENEFICIOS DE REGISTRAR SU ARCADE1UP:**

- EXPEDITED SUPPORT AND SERVICE - INSIDER TIPS
- EXCLUSIVE OFFERS AND PROMOTIONS - VERIFICATION OF OWNERSHIP
- SUPPORT ET SERVICE ACCÉLÉRÉS - CONSEILS D'INITIÉS
- OFFRES ET PROMOTIONS EXCLUSIVES - VÉRIFICATION DE LA PROPRIÉTÉ
- APOYO Y SERVICIO EXPEDITOS - CONSEJOS DE INSIDER
- OFERTAS Y PROMOCIONES EXCLUSIVAS - VERIFICACIÓN DE LA PROPIEDAD

## WARRANTY

### IMPORTANT NOTICE TO CONSUMER:

This 90 DAY LIMITED WARRANTY applies to the original product purchaser, provided the product:  
1) was purchased from an authorized Arcade 1 Up distributor/dealer/retailer.  
2) is returned at your expense, postage pre-paid and insured, along with the original dated sales receipt. Please save a copy of your original sales receipt, as the original receipt will not be returned to you. If you return the product to us without the original dated sales receipt, this warranty coverage will not apply. If the product is determined by COKeM International Ltd. to be defective and returned to COKeM International Ltd. within the 90 day warranty period, we will (at our option) repair or replace it. Return shipment to you may take up to 6 weeks, depending upon your location. If your product is repaired or replaced, it will be warranted for the longer of the original warranty or for 30 days after warranty service.

### SCOPE OF LIMITED WARRANTY:

The product is warranted to be: a) tested and inspected before shipment, and b) free of defects in material and workmanship for 90 days from date of purchase. If a covered defect occurs within the warranty period, then at our sole option, we will repair or replace the product or provide you with another product of equal value.

### WHAT IS NOT COVERED BY LIMITED WARRANTY:

THIS WARRANTY IS VOID IF THE PRODUCT HAS BEEN MODIFIED OR REPAIRED BY USER OR OTHERS OR IF IT HAS BEEN DAMAGED AS A RESULT OF ACCIDENT, IMMERSION IN WATER, NEGLIGENCE, ABUSE, MISUSE, UNAUTHORIZED SERVICE, LOSS OF PARTS, WEATHER, ACTS OF GOD, ANY ACTION OR OMISSION WHICH CONSTITUTES A DEVIATION FROM THE OPERATING INSTRUCTIONS, OR ANY OTHER CAUSES NOT ARISING OUT OF DEFECTS IN WORKMANSHIP OR MATERIALS.

### EXCLUSIONS FROM LIMITED WARRANTY:

THIS WARRANTY IS EXCLUDED OF AND IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES RELATED TO THIS PRODUCT, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SPECIAL INCIDENTAL POSSESSION, USE, OR MALFUNCTION OF THIS PRODUCT ARE EXCLUDED BOTH FOR PROPERTY DAMAGE AND PERSONAL INJURY TO THE EXTENT LEGALLY PERMITTED.

### ADDITIONAL LEGAL RIGHTS:

This warranty provides specific legal rights. You may have other or different rights in your state or country.

### ANYTHING PAST THE 90 DAY LIMITED WARRANTY:

Please contact our Customer Service Department below for available parts to purchase.

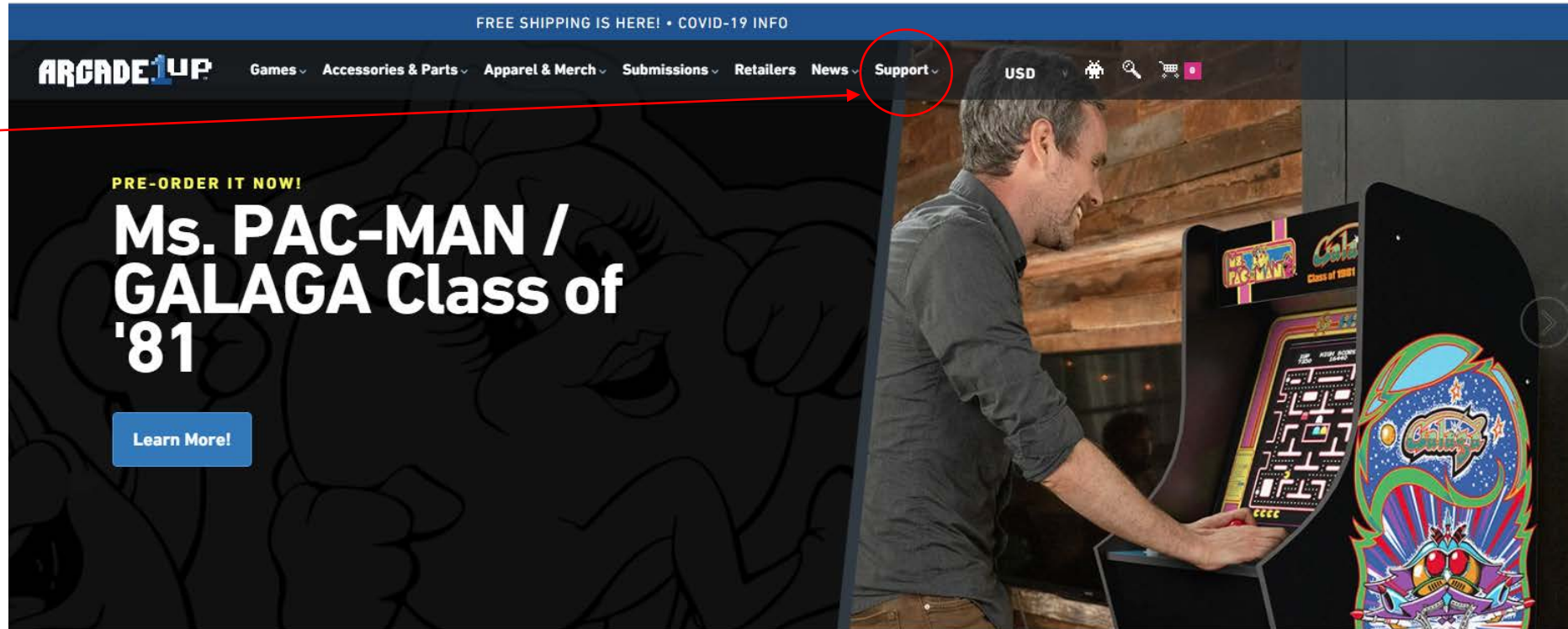
## ASSISTANCE OR SERVICE

Before contacting us for assistance or service, please check the "Troubleshooting" section in the User Manual. If you still have questions regarding your Arcade1Up product or require technical support Contact COKeM International Ltd. Customer Service at [www.Arcade1Up.com](http://www.Arcade1Up.com) and click on "Contact Us".

**WHEN CONTACTING US:**  
Please include: 1) product name; 2) item number; 3) purchase date; 4) description of the problem being experienced; and 5) your name, address and phone number. Additionally, if eligible under the warranty and so advised by Customer Service, also include the defective product or product part and the ORIGINAL dated sales receipt evidencing product purchase. Please retain a copy of your receipt.

Tastemakers Asia Limited  
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1. [WWW.ARCADE1UP.com](http://WWW.ARCADE1UP.com)
2. Click Support



**Arcade  
Machines**  
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Parts**  
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**Apparel &  
Merch**  
View



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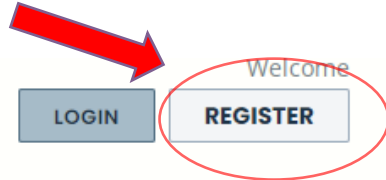


**JUST ANNOUNCED!**

Click Register



Arcade 1Up



You must be logged in to access this page ×

### Login to the support portal

Enter the details below

Remember me on this computer

[Forgot your password?](#)

### ...or login using

### Register with us

Once you register with us, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.



LOGIN

SIGN UP

Enter Your Contact Information!

Confirm you are not a Robot!


Click Register

Sign up for your Arcade 1Up account

Full name \*

Email \*

Mobile phone \*

I'm not a robot  reCAPTCHA  
Privacy - Terms



Go to: <https://arcade1up.freshdesk.com/support/login>

Upon Login you will be taken to the support page

Fill in all necessary information

As a Reseller, please include Model & Serial Number for the unit in question

Click Submit

Please Make note of your Serve Ticket Number

Help is on the way!

**Submit a ticket**

Select Retailer Region \*

Requester Email \*

Add cc

Subject of this ticket \*

Name of the Product \*

Please select your reason for contacting us

Are you a Reseller

Other Issue (If not listed)

Address Line 1 \*

Select Country \*

City \*

Zip \*

Product Registration Number

Description (attach proof of purchase & proof of defect) \*

+ Attach a file